

February 8, 2023

Dear Mr. Goodarzi:

I have been a satisfied user of TurboTax for over 20 years.

I wanted to let you know about one minor and one major issue I had with TurboTax 2022.

Each year, I sign up for the CD version of the program to be shipped to my home. This year, the CD arrived and it was broken in half from damage which occurred in the shipping process I assume. I was able to download TurboTax 2022 from your web site, so I did not request a refund for the broken CD. In future years, I will avoid the possibility of shipping damage by just doing the download from your web site.

For many years, I have done 5 tax returns each year. One return is for my wife and myself. The other 4 returns are for close family members. In over 20 years of using TurboTax, I can't recall a major issue with the program software itself.

I print out and mail in these 5 returns versus E-filing them. Using paper copies avoids the issue of me having to get PIN numbers for the other 4 family members. I also believe paper returns are less likely to be hacked than E-filed returns.

I prepared my sister's return first. Everything went normally and I printed out the federal and State of Illinois return for filing. She signed them and I mailed them in.

I next went to my mother's return. I imported her return from last year and created her 2022 return fine. The problem occurred when I went to print her federal and state returns for filing. I got a weird message basically saying the Illinois state return was no longer available for filing.....and therefore I could not print the state return. The error message is shown below.

I found it really weird that the Illinois return was available to print for my sister, but just 4 hours later it was unavailable to print for my mother's return?? I created the other 3 returns and they all got the same error on the state return.

I then removed the TurboTax program from my Windows 10 computer, which takes quite a few minutes. I then downloaded the program again from your web site and re-installed it. That did not fix the problem.

I was hoping your web site had a chat feature so I could talk to someone at Intuit on fixing the problem, but I found no chat capability. So I called your Help desk.

The nice young lady took over my computer remotely, and she observed that I had accidentally created my mother's 2022 tax return twice. She speculated this was the 6th return and I had exceeded TurboTax's 5 return limit. I am 90% sure the problem occurred

before I accidentally created my mother's 2nd return. Her only solution was to buy another copy of TurboTax.

I deleted the 2nd return for my mother, removed the program from my computer, and reinstalled the program.....but got the same error.

At this point, I started getting desperate. I had already spent the time entering all the data into the 5 returns. If I bought another copy of TurboTax, who's to say I still would have the same problem? And I would have to enter all the data again.

I found a "work-around" to the software program. I printed out the federal return fine. I went to the Illinois return (not the final printing area) and was able to print it. I then went to the Illinois ICR return pages, and printed them because they are required for filing. The filing instructions for Illinois would not print, so I had to save screen shots of them, then print them. I had to repeat all these manual steps for the other 4 returns as well.

If I indeed ask for a 6th return, why didn't your software throw up an alarm flag, telling me I had to pay more money to do more returns? Also, why could I only print one state return, and not all 5 returns??

I suspect there is some type of glitch in the TurboTax software with respect to handling Illinois state tax returns.

I wanted to bring this to your attention so someone can investigate and make sure this is not a common problem with Illinois state tax returns.

I do not want to buy TurboTax next year, and then run into this very frustrating problem again.

Thanks

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